Municipal Civil Service Commission, Room 103A City Hall, Rochester, New York 14614 The City of Rochester is an Equal Opportunity Employer Candidates must record Examination number and Title on the Application

Job Title : CLERK III/TYPING/BILINGUAL (Spanish)

: CONTINUOUS RECRUITMENT

Salary Range: \$31,132 - \$38,919 - City of Rochester

\$26,444 - \$36,162 - Rochester Housing Authority

NON-REFUNDABLE \$15.00
APPLICATION FEE MUST BE PAID
AT THE TIME OF APPLICATION

The eligible list resulting from this exam will be used to fill vacancies at the City of Rochester or at the Rochester Housing Authority.

There is no residency requirement for participation in examinations. Residency in <u>the City of Rochester</u> at time of appointment, or within one year from appointment, is a requirement for all new hires to the City of Rochester, per the Residency Requirement Administrative Policy, except for positions specifically exempt under State law or cooperatively governed with Monroe County. Continuous residency is required throughout employment.

MINIMUM QUALIFICATIONS: High School diploma** or GED** PLUS

- I. Associates' degree** in secretarial science or office technology; OR
- II. Two (2) years of full time experience (or its part time equivalent) performing general clerical activities which included entering data into a personal computer.
- **Candidates who expect to receive this degree or diploma by August 1, 2016, may participate in the examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the City of Rochester Examination Administration unit. Proof must be submitted no later than 2 (two) months after the completion of your degree or diploma; failure to do so will result in removal of your name from this list.

<u>DESCRIPTION OF DUTIES</u>: This is a clerical position which involves the performance of a wide variety of activities within well-defined procedures. Individuals assigned to this class are given detailed oral and/or written instructions for new or more complex assignments. Some of the work will be performed in Spanish. The duties are carried out under direct supervision, which is usually received in the form of review of completed assignments, another step in the clerical process and/or supervisory observation. Employees of this class may be required to exercise some independent judgment in performing assigned duties. Supervision is not a responsibility of this position, but Rochester Housing Authority employees may be expected to lead subordinate clerical employees in the performance of their duties. Performs related work as required.

TYPICAL WORK ACTIVITIES:

Exam No.

Checks items being filed for completeness;

Checks items, data or names in files for accuracy;

Prepares and types correspondence on matters where policies and procedures are well defined;

Creates and modifies documents using word processing software and personal computer;

Enters data and runs reports, using database management software and personal computer;

Greets individual visitors and refers them to the proper persons;

Places calls and provides information over the phone in English and Spanish;

Transfers information from one file or other record to another by hand;

Files, shelves or stores items (such as folders, books or other items) in accordance with file codes or classification symbols; Performs Spanish-English and English-Spanish translations.

SCOPE OF THE EXAMINATION: The examination will be administered in two separate parts: a written test and a Spanish language oral proficiency test. The oral proficiency test will be given at a later date to those candidates who have passed the written portion. The score on the written test will determine the final ranking score. Candidates must successfully complete the written test and the Spanish Language Oral Proficiency test and achieve an overall minimum score of 70% in order to be placed on the eligible list.

Part 1 - The written test is designed to evaluate knowledge, skills, and/or abilities in the following areas

- **1. Spelling** -These questions test for the ability to spell words that are used in written business communications.
- 2. <u>Grammar, Usage, Punctuation</u> The grammar and usage questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for knowledge of the correct placement of punctuation marks in sentences.
- 3. <u>Keyboarding Practices</u> -These questions test for a knowledge of preferred practices in such areas as letter format, capitalization, hyphenation, plurals, possessives, word division, word and figure style for numbers, and common proofreading marks. In addition, you will be given a passage to proofread and asked questions about how to correct the errors in the passage.

(CONTINUED ON BACK)

Application Deadline: APPLICATIONS ACCEPTED CONTINUOUSLY

Application must be received or post marked by the application deadline date otherwise this application will be rejected.

Examination Date: EXAMINATIONS HELD AS NEEDED Issue Date: JULY 23, 2015

The City does not discriminate on the basis of handicap status in its programs, activities or employment.

SCOPE OF THE EXAMINATION: Continued

- **4.** Office Record Keeping These questions evaluate your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.
- 5. Office Practices These questions test for a knowledge of generally agreed-upon practices governing the handling of situations which stenographers, typists, and secretaries encounter in their work, as well as a knowledge of efficient and effective methods used to accomplish office tasks. The questions will cover such topics as planning work flow; setting priorities; dealing effectively with staff, visitors, and callers; filing and retrieving information; safeguarding confidentiality; using office equipment; and making procedural decisions and recommendations which contribute to a well-managed office.

Use of calculators is ALLOWED for this exam. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited.

The New York State Department of Civil Service has published a test guide intended for candidate preparation use for this examination. This test guide contains important test-related information as well as sample test questions similar to the questions used in the written test. The New York State Department of Civil Service is making a copy of this test guide and other related information available on its website at: http://www.cs.state.ny.us/testing/localtestguides.cfm. Scroll down and click on: Senior Typist Series (this is the test guide that is used for the Clerk III/Typing/Bilingual written exam). In addition, a copy of this test guide can be obtained at the Department of Human Resource Management office at City Hall, 30 Church Street, Room 103-A, Rochester, NY. Or you can call this office at (585) 428-7115 for more information on how to obtain a copy of this guide.

Part 2 - The Spanish Language Oral Proficiency Test is designed to evaluate the candidate's oral proficiency in the Spanish language at the level appropriate for the title being tested. The language oral proficiency test will be rated on a pass/fail basis. A level 1 proficiency in the Spanish language is required to pass the qualifying oral proficiency test for this title. This is equivalent to having a limited oral language proficiency with unsophisticated but understandable simple conversation.

SPANISH LANGUAGE ORAL PROFICIENCY TEST WAIVER: The City of Rochester will waive further bilingual component testing for candidates who have successfully completed a required language oral proficiency level with the City of Rochester or other Civil Service agency within New York State. Candidates must request a waiver of the Spanish Language Oral Proficiency Test at a level determined by New York State Department of Civil Service. Candidates must submit a request for waiver with their application by the final filing date for the examination as stated on the Exam Announcement. The request for waiver must include the date, title, Civil Service agency, and the level for which the Spanish Language Oral Proficiency Test was administered. The Department of Human Resource Management/Examination Administration unit will verify this information with the New York State Department of Civil Service or New York State Civil Service agency. Candidates will receive written notice regarding this verification. The Department of Human Resource Management/Examination Administration will also keep a record of each successful candidate's name, level of proficiency achieved date(s) of oral proficiency test(s). Candidates who successfully perform at the targeted level, will also be granted waiver status for lower proficiency levels, if any.

RATING: This examination will be rated in accordance with Section 23.2 of the Civil Service Law. The provision of the NYS Civil Service Rules and Regulations dealing with the rating of examinations will apply to this exam.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied for more than one exam on the same day you must make arrangements to take all the examinations at one test site. If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two (2) weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center. To access the City of Rochester's Cross-Filer and other Employment Forms, please copy the following into your browser: http://www.cityofrochester.gov/article.aspx?id=8589935785, You will be advised by letter when and where to report for your examinations.

GENERAL INFORMATION:

Applications: Applications may be obtained from room 103A City Hall, 30 Church St., Rochester, NY 14614-1280 or from our website www.cityofrochester.gov. A separate application must be completed for each separately numbered examination. Applications must be received by the close of business or postmarked by the Application Deadline date. Late applications will be rejected. Applications must be complete and accurate. Application Fee is charged for the City of Rochester to process a candidate's examination application. It is not a fee for the examination itself. Exam applications will NOT be reviewed until exam fee is paid. Late fees will NOT be accepted. Payment Due Date is the same as Application Deadline Date for applications. There will be no exceptions to this requirement. There will be no refund of fees if a candidate does not qualify for an exam or if a candidate fails to appear for the examination. Eligible lists: Eligible lists contain the names of applicants who have received a passing score on the examination. Lists will be established in rank order, with the highest score being #1. In the case of tied scores, all persons at that score are considered equal. Candidates must be one of the top three candidates to be reachable for appointment. Promotional eligible lists are limited to present employees of the City and take precedence over open-competitive lists. All eligible lists are established for at least one year and may be extended for up to four years.

Change of Address: You are required to notify Civil Service of any address changes. Failure to do so may result in your removal from an eligible list.

Admission to the Exam: If you have not received notification of acceptance or rejection for this exam by the Wednesday before the exam date, please notify this office at 585-428-7454. Residency Requirements: There is no residency requirement for participation in examinations. Preference in hiring may be given to City of Rochester residents on opencompetitive lists pursuant to Section 23 of the Civil Service Law.

Military Candidates: Any candidate on active military duty in the United States Army, Navy, Marine Corps, Air Force or Coast Guard may be eligible for alternative testing dates if necessary. This applies to the State Militia and National Guard if under Federal Control. If alternate testing is necessary, candidates are required to notify Rochester Civil Service in writing, as quickly as possible. Any such requests must be accompanied by a DD214 or other official military document that substantiates the applicant's active military service at the time of the examination.

Alternative testing accommodations will not be honored if requests are made more than 60 days after release from service.

Effective 1/1/98, the State Constitution was amended to permit candidates currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such

credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

Veterans: To apply for your Veterans' or Disabled Veterans' Credits you must submit an application which can be found at City Hall, 30 Church St., Rm. 103A or on-line at www.cityofrochester.gov, click on Jobs and then the Employment Forms link. Your Veterans' Credits application can be submitted with your exam application, but MUST be submitted PRIOR to the establishment of the eligible list. Veterans' Credits CANNOT be added to your score after the eligible list has been established. Veterans' Credits can only be added to a passing score. You may waive using your Veterans' Credits any time prior to appointment. You may use your Veterans' Credits for hire only once in your lifetime.

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Additional Exam Credits: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

Alternate Testing Arrangements: If alternate or special arrangements for testing are required, please indicate that on your application and attach appropriate documentation. A copy of the City of Rochester's Alternate Test Policy is available in Room 103A, City Hall, or from our website. Deadline for requests is two (2) business days after exam.

Preferred List Applicants: Any employee whose name appears on a preferred list, and who submits an application by the deadline, may participate in a promotion examination, if qualified at time of layoff.